

APPENDIX A

TERMS & CONDITIONS 2025

CHANGES TO RATES	Victoria Falls River Lodge reserves the right to amend rates but will honour any confirmed bookings at the existing agreed upon rates. A booking is defined as 'confirmed' when the property has received payment / is holding a valid voucher.
CHECK IN / CHECK OUT	It is strongly advised that guests arrive at their Lodge at around 14h00 on their day of arrival and kindly request that rooms are vacated by 10h00 on their day of departure. Guests arriving after 16h00 will be unable to join the afternoon activity.
DAY ROOMS	NIL
TOURISM LEVY	The Government Tourism Levy (currently 2% in Zimbabwe) is included in rates quoted.
VALUE ADDED TAX (VAT)	Accommodation rates quoted are inclusive of 15 % VAT.
PAYMENT METHOD	Accommodation rates are quoted, invoiced and payable in US Dollars (\$). Direct bank transfer is the preferred method of payment. Bank charges are for the payee's account.
FIT INDIVIDUAL TRAVELLER	LUXURY TENTS & LUXURY FAMILY TENTS & MALACHITE LUXURY TENTS <i>Definition:</i> Reservations comprising of 1 – 9 paying guests per night. ISLAND TREEHOUSE SUITES & HIPPO CREEK VILLA & RAPIDS VIEW VILLA <i>Definition:</i> Reservations comprising of 1 – 6 paying guests per night.
FIT CANCELLATION POLICY	LUXURY TENTS & LUXURY FAMILY TENTS & MALACHITE LUXURY TENTS <i>Prior to date of arrival:</i> 60+ days = no charge; 59 - 30 days = 50%; 29 – 14 days = 75%; 13 - 0 days = 100% The percentages are based on the total value of the individual reservation as booked. ISLAND TREEHOUSE SUITES & HIPPO CREEK VILLA & RAPIDS VIEW VILLA <i>Prior to date of arrival:</i> 60+ days = no charge; 59 - 30 days = 50%; ,29 – 14 days = 75%; 13 - 0 days = 100% The percentages are based on the total value of the individual reservation as booked
FIT PAYMENT POLICY	A minimum deposit payment of 25% is required within 14 days of the booking being made order to secure / confirm a booking. Full pre-payment is required 30 days prior to the date of arrival, unless alternative payment terms have been agreed upon. For bookings made less than 30 days prior to arrival, full pre-payment within 72 hours is required. In the case of Tour Operators who have authorised credit arrangements with Victoria Falls River Lodge; a valid voucher is required 30 days prior to the arrival date to secure / confirm the reservation.



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GROUP TRAVELLER	LUXURY TENTS & LUXURY FAMILY TENTS & MALACHITE LUXURY TENTS <i>Definition:</i> Reservations comprising of 10 and more paying guests per night. ISLAND TREEHOUSE SUITES & HIPPO CREEK VILLA & RAPIDS VIEW VILLA <i>Definition:</i> Reservations comprising of 7 and more paying guests per night.
GROUP BOOKING	GROUP BOOKINGS WILL ONLY BE HELD ON A PROVISIONAL BASIS AS FOLLOWS: If booking is made 91 days or more prior to date of arrival = 21 days; between 90 – 61 days prior to date of arrival = 14 days; less than 60 days prior to date of arrival = 7 days
GROUP CONCESSION (Does not apply to Tours Series / Allocations / Special Contracted Rates / Villa bookings)	LUXURY TENTS & LUXURY FAMILY TENTS & MALACHITE LUXURY TENTS <i>Complimentary concession will be made to the agent / operator as follows:</i> For every 10 paying guests = 1 complimentary guest (i.e., the 11th guest will stay free of charge - up to a maximum of 2 complimentary guests). Minimum 2-night stay. ISLAND TREEHOUSE SUITES <i>Complimentary concession will be made to the agent / operator as follows:</i> For every 9 paying guests = 1 complimentary guest (i.e., the 10th guest will stay free of charge). Minimum 2-night stay.
GROUP CANCELLATION POLICY	LUXURY TENTS & LUXURY FAMILY TENTS & MALACHITE LUXURY TENTS <i>Prior to date of arrival:</i> 120 - 90 days = 20%; 89 – 60 days = 50%; 59 – 30 days = 75% and less than 30 days = 100%. The percentages are based on the total value of the individual reservation as booked. ISLAND TREEHOUSE SUITES & HIPPO CREEK VILLA & RAPIDS VIEW VILLA <i>Prior to date of arrival:</i> 120 - 90 days = 20%; 89 – 60 days = 50%; 59 – 30 days = 75% and less than 30 days = 100%. The percentages are based on the total value of the individual reservation as booked.
GROUP PAYMENT POLICY	<i>Prior to date of arrival:</i> a minimum deposit of 25% is required to secure/confirm a booking. Full pre-payment (or voucher – if credit client) is required 60 days prior to the date of arrival to secure the reservation.
ONLINE PAYMENT POLICY	A minimum deposit payment of 50% is required to secure / confirm a booking. Full pre-payment is required 30 days prior to the date of arrival, unless alternative payment terms have been agreed upon. For bookings made less than 30 days prior to arrival, full pre-payment within 72 hours is required. In the case of tour operators who have authorised credit arrangements with Victoria Falls River Lodge; a valid voucher is required 30 days prior to the arrival date to secure / confirm the reservation.
ONLINE CANCELLATION POLICY	The guest will be charged 50% of the total price if they cancel after reservation, and the total price if they cancel in the 30 days (i.e. 29-0 days) before arrival.
TOUR SERIES	All terms and conditions are separately negotiated.



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TRANSFERS	Transfers from and back to the Victoria Falls Airport (upon arrival and departure) are included in the rate – guests are kindly requested to advise relevant flight times. Guests arriving after 16h00 will be unable to join the afternoon activity. Private transfers (other than from/to the Victoria Falls Airport) and/or additional luggage vehicles etc. can be arranged if required for guests staying at Victoria Falls River Lodge. Kindly contact our team directly for more information regarding the relevant Terms and Conditions and additional costs that are applicable. LUXURY TENTS & LUXURY FAMILY TENTS & MALACHITE LUXURY TENTS & ISLAND TREEHOUSE SUITES It should be noted that for guests staying at the Luxury Tents / Luxury Family Tents/ Island Treehouse Suites and Malachite Luxury Tents the included road transfers from/to the Victoria Falls Airport are direct (i.e. there are no unscheduled stops between the designated collection and drop-off points) and shared (i.e. with other guests travelling to/from Victoria Falls River Lodge). HIPPO CREEK VILLA & RAPIDS VIEW VILLA For guests staying at the Hippo Creek Villa & Rapids View Villa - road transfers from/to the Victoria Falls Airport are direct (i.e. there are no unscheduled stops between the designated collection and drop-off points) and private (i.e. specific to the number of guests in any particular party). <i>All unspecified transfers are at an additional cost. Kindly enquire directly for more information.</i>
SHARING CHILDREN'S POLICY	LUXURY TENTS & LUXURY FAMILY TENTS 0 – 3-year-olds: Accommodated at no extra cost. 4 – 11-year-olds: accommodated at 25% of the adult sharing rate, with their parents (or 2 x adults) within a Luxury Family Tent. 12 – 17-year-olds: accommodated at 50% (half) of the adult sharing rate, with their parents (or 2 x adults) within the Luxury Family Tent. 18 years and older: persons aged 18 years and older are considered adults and will therefore require their own tent at the applicable adult rates. Children accommodated in their own ten./room/unit will be charged the full adult rate i.e. the first two occupants of a tent (regardless of age) shall be charged the full adult sharing rate where after the age-appropriate discounted sharing child rate(s) shall apply where applicable. NOTE: Owing to the Lodge being unfenced and located in a National Park – and given that the tents are spaced between 40-60m apart – it is not recommended that children younger than 16 years occupy a tent on their own (without an older sibling/adult present). <i>NB: Children are the responsibility of their parents/guardians. Pool and/or plunge pools are neither cordoned off nor manned by lifesavers/staff.</i> Luxury Family Tents can accommodate up to 3 children - under the age of 18 years (sharing with adults) - in a smaller room adjoining the main bedroom area. This alcove is separated from the main area by a door and contains a bunk bed and one single bed. The main bathroom is open-plan and shared. The children have a second bathroom adjoining the alcove. Camp cots are available with prior arrangements and each accommodates a maximum of one child. Childminding services are available at an additional cost and are conducted by lodge staff. ISLAND TREEHOUSE SUITES & MALACHITE TENTED SUITES No persons younger than 12 years shall be accommodated at the Victoria Falls River Lodge Island Treehouse Suites / Malachite Tented Suites. Each Suite accommodates a maximum of 2 sharing guests. Children accommodated in their own Suite will be charged the full adult rate (i.e. the first two occupants of a room (regardless of age) shall be charged the full adult sharing rate). <i>NB: Children are the responsibility of their parents/guardians. Plunge pools are neither cordoned off nor manned by lifesavers/staff.</i>



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TOUR LEADERS / PRIVATE GUIDES / INTERPRETERS / PILOTS (Not applicable to Tour Series or Groups)	LUXURY TENTS & LUXURY FAMILY TENTS & MALACHITE LUXURY TENTS 1-9 paying guests – Tour Leader pays 50% of per person sharing rate; 10 or more paying guests – Tour Leader stays free (on the same rate inclusions and exclusions – i.e. International vs SADC – as the paying guests). Subject to availability. International: Guide/Pilot - \$448 per person per night (Guide Accommodation) – net and non-commissionable SADC: Guide/Pilot - \$315 per person per night (Guide Accommodation) – net and non-commissionable ISLAND TREEHOUSE SUITES Owing to the limited number of Island Treehouse Suites available – no reduced rate for Tour Leaders / Private Guides / Interpreters or Pilots is possible. There is also no Guide Accommodation on Kandahar Island. Should guests, staying at Victoria Falls River Lodge Island Treehouse Suites, wish to be accompanied by any of the abovementioned parties – an Island Treehouse Suite will need to be booked for this party and the full rate shall apply. Alternatively – subject to availability – the Tour Leader / Private Guide / Interpreter or Pilot may be accommodated in the tented Guide accommodation at the riverside Victoria Falls River Lodge tented accommodation. Kindly enquire directly for further details.
PRIVATE / SOLE USE GAME VIEWER	Sole use of a vehicle for game drives is subject to the availability of vehicles on the day i.e. if sufficient vehicles are available for a drive, no charge shall be levied. Guests wishing to secure a guaranteed sole-use game drive vehicle may book this at the additional, non-commissionable, rate of \$410 per drive. Families staying at the Victoria Falls River Lodge Luxury Tented Suites who wish to take children aged 4 - 7 years on a game drive will require a sole-use game viewer – at the additional, non-commissionable, rate of \$410 per drive. Again - if sufficient vehicles are available on a drive, no charge shall be levied, however, this cannot be guaranteed ahead of time so pre-booking is recommended to avoid disappointment.
TRAVELLING COMPANIONS	When visiting the Victoria Falls River Lodge on safari, guests will encounter many fellow guests of various ages from different countries. For all to get the maximum enjoyment from the visit, consideration for each other is paramount. The Management of Victoria Falls River Lodge, therefore, reserves the right to warn any guest whose behaviour they deem to be having a negative impact on the safety or enjoyment of any other guest. The offending guest(s) will be escorted off the premises if such a warning is ignored. Any costs (including but not limited to transfers, flight changes, alternative accommodation, etc.) arising from such a situation will be for the guest's own account.
FORCE MAJEURE (Issued: June 2018)	Victoria Falls River Lodge shall not be compelled to perform any obligation under the Contract if such performance is rendered impossible, substantially more difficult or delayed as a result of Acts, Orders, or Regulations issued by Central or Local Government, industrial disputes (whether official or unofficial), war, riots, hostilities, flood, fire, accident, act of God, epidemic or from any other cause, event or occurrence which Victoria Falls River Lodge unable to prevent having due regard to its interests. Victoria Falls River Lodge shall not be liable for any loss, cost or delay arising from or because of such non-performance. The onus is on the operator to ensure that their clients are in possession of adequate travel insurance.

FOR FURTHER INFORMATION KINDLY CONTACT OUR RESERVATIONS DEPARTMENT:

reservations@zambezcrescent.com / + 27 87 0210 737